

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### Circuits Processing Tech Inc

#### California Manufacturing Technology Consulting

#### Circuits Processing Technology, Inc., Achieves ISO 9001 Registration

##### Client Profile:

Circuits Processing Technology (CPT), located in Oceanside, California, has been in business for over 30 years, providing high performance semi-conductor design, integrated circuitry and high-speed wireless telephone components to the defense industry and retailers in commercial telecommunications. CPT had 66 employees with annual sales of \$19.1 million in 2003. The company's workforce is diverse, comprised of approximately 35 percent Asian and 35 percent Hispanic.

##### Situation:

In an effort to hold on to existing customers and remain competitive in their industry, CPT had considered two difficult options: reducing its workforce and thereby limiting its manufacturing operations, or subcontracting all of their manufacturing production to out-of-state enterprises. The executive team made a corporate decision to retain its manufacturing operations, keeping its current workforce intact. Their decision was based upon a strategy to retain sales in an ever-shrinking market and promote growth and continuity by retaining their valued employees. They concluded that the development and successful implementation of an ISO 9001 Quality Management System, a standard set by the International Organization of Standardization (ISO) assuring customers that the company registered has a good QMS in place, would be the quickest way to accomplish their goals. CPT wanted to achieve the sales and employee-retention benefits associated with achieving ISO 9001 registration but realized that professional assistance in system setup would greatly improve their chances of success. With the assistance of California Manufacturing Technology Consulting (CMTC), a NIST MEP network affiliate, CPT sought to implement their ISO 9001 Quality System and achieve registration on the first attempt.

##### Solution:

CMTC started the project in August of 2003 utilizing State Employment Panel Training (ETP) funding to assist CPT with the system implementation in a cost-effective laboratory environment. With a delegated core team of CPT process owners, CMTC and CPT jointly developed a Project Plan for the successful implementation of their quality system. In this laboratory setting, CMTC facilitated the creation of a Quality Management System Manual, detailed procedure development, and assisted in the creation of forms to support procedures as required. CMTC also provided guidance to department supervisors to make sure procedures were consistent with current floor practices and met the requirements of the ISO Standard.

The project was completed in March 2004 with CPT achieving ISO 9001 registration on their initial attempt. During the quality system setup, process improvements were made to increase the effectiveness of CPT's operations. One major improvement enabled their employees to become cross-trained in varying production processes, resulting in improved efficiency given the same staff size. Additionally, a strategy was implemented to integrate sales activity with their quality system. This

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

allowed CPT to capture greater production momentum, enabling them to retain their competitive market share. CMTC additionally assisted in developing methods for marketing their quality certification, thus maintaining the current sales levels.

### Results:

- \* Achieved ISO 9001 certification.
- \* Retained client base.
- \* Maintained current sales levels when industry markets saw a 28 percent average reduction in sales and employment.
- \* Created a Quality Management System Manual.
- \* Achieved cross-training of employees in varying production processes.
- \* Achieved a more competitive and profitable position.
- \* Retained 66 employees, saving 18 jobs.
- \* Planned expansion of manufacturing facility in September 2004.
- \* Anticipated hiring of 18 new employees.

### Testimonial:

"CMTC is a dream come true. We avoided the reductions faced by other companies in our industry and actually increased our sales."

Beckie Christie, Director of Quality Assurance